



Mason City IA Health Link Public Comment Meeting

Wednesday, April 12, 2017

Time: 5 p.m. – 7 p.m.

North Iowa Community College

Room AC 101

500 College Drive

Mason City, IA 50401

Meeting Comments and Questions

IME/DHS Staff	MCO Representatives	MAAC Representatives
Lindsay Paulson - present	Amerigroup Iowa, Inc. - present	Tom Ryan - present
Sean Bagniewski -	AmeriHealth Caritas Iowa, Inc. - present	
Bob Schlueter - present	UnitedHealthcare Plan of the River Valley, Inc. - present	
Sarah Belmer - present		
Peter Crane - present		

Comments

Assistance

An advocate and mother to a son in the managed care program commended her son's MCO for the assistance and attention that her family had received.

Prior Authorizations

Tom Ryan, MAAC representative and advocate for the area, stated that multiple providers had contacted him inquiring if the MCOs were able to implement a universal prior authorization form.

The providers had stated that a universal form would make the authorization process more streamlined.

Reimbursement

Tom stated that providers had expressed concerns regarding the amount of time it had taken to be reimbursed by the MCOs. The providers identified that claims were frequently denied and returned to the provider due to incorrect or missing information. The issue with denied claims had been time consuming and bothersome for staff which resulted in some health providers quitting.

Questions

1. Is Amerigroup Iowa, Inc. now requiring annual recertification that needs to be completed by the individual/facility?
2. What is the MAAC Council, how many people make up the MAAC, and how can I become a member?